

Departmental Short-Term and Long-Term Strategic Issues

Department: Commissioner of the Revenue

FY2007

Short-Term Issues: List critical issues facing the department now and through the next couple fiscal years.

- The workload and functions of the Commissioner's office indicates the need for an auditor to be added to the staff.
- Implement new Assessment system to enhance our ability to ensure compliance, reduce customer wait times, and significantly improve our ability to extract information for assessment and reporting purposes.
- Continue to expand our variety of discovery techniques enabling us an ongoing review of accounts.
- Funding for certification and re-certification of the Commissioner and deputies in the Master Certification Program for increased professionalism and additional State funding.

Long-Term Issues: List major issues or trends that may confront the department beyond the next couple fiscal years.

- The potential for changes in tax laws and responsibilities has been and will always be a future issue for the Commissioner's Office. Possible changes in the BPOL tax structure, anticipated changes in the State tax administration, and potential changes resulting from ongoing studies of State and local tax structure will have a dramatic impact on the Commissioner of the Revenue's office.
- Communication and education of the public citizenry on tax related issues and services provided.
- Projects involving the creation of capabilities to enhance service delivery.
- Master Certification and re-certification will require additional funding and time away from the office with on going cross training for continued quality service during training periods
- Discovery of issues to provide additional services to the citizens of Roanoke County and to aid in the continued growth of our community.